

# MTAC

## Visibility and Service Performance



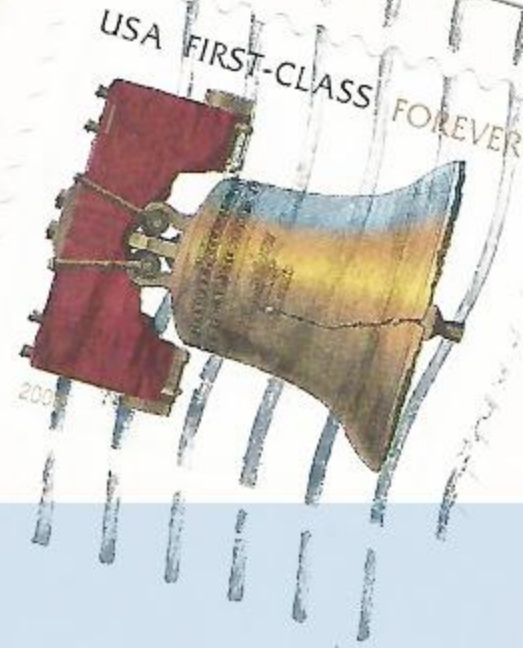
Jim Cochrane  
Moderator

August 28, 2013



# First-Class Mail

1:30 - 3:00 PM

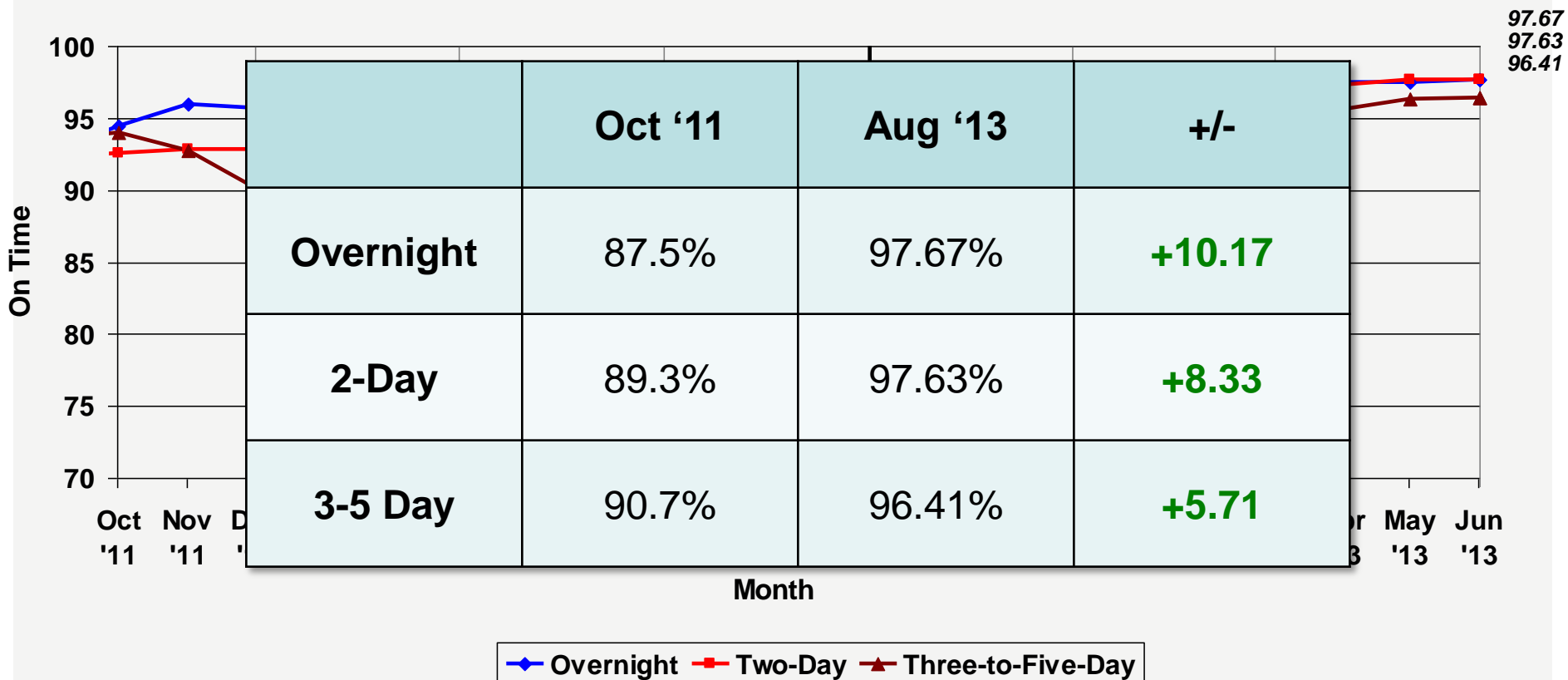


## Agenda

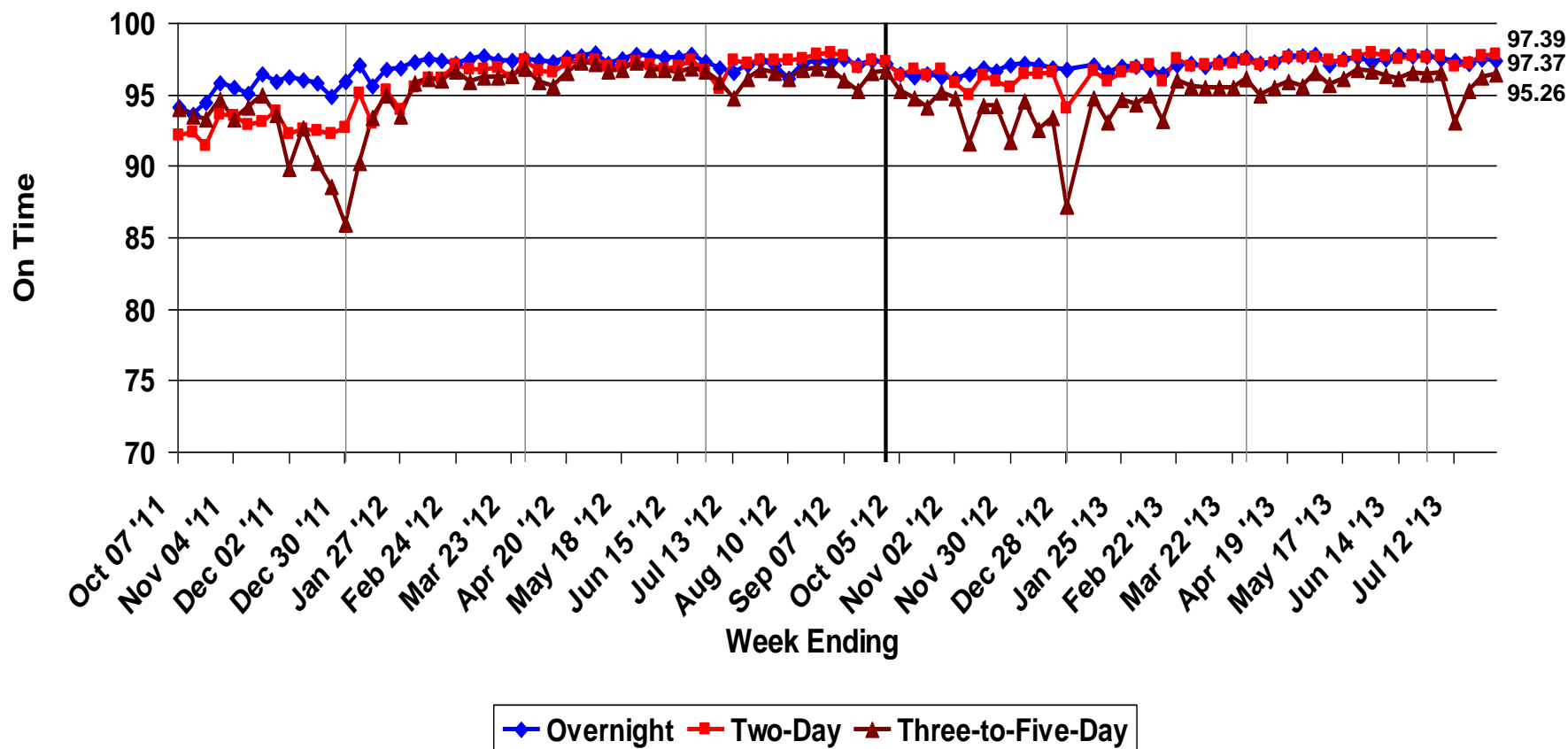
- **Last Known Address**
- **CASS™ Cycle**
- **Micro-Strategy reports**
- **Single Source ACS™ fees**
- **Secured Destruction**
- **Real Time Visibility**
- **Address Quality Results - Micro-Strategy Reporting**

# **Last Known Address Pay As You Go**

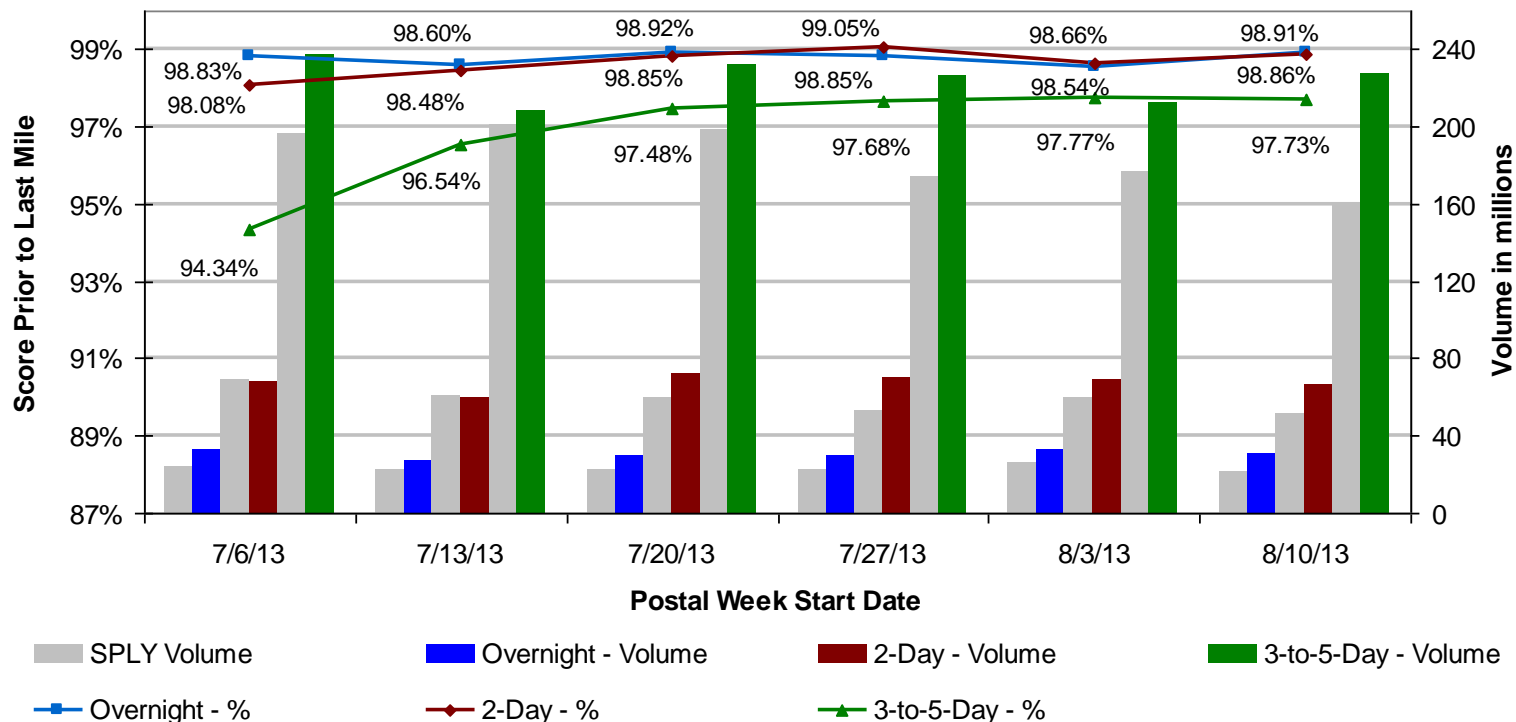
## Commercial First-Class Mail FY12 and FY13 Performance By Month



## Commercial First-Class Mail FY12 to FY13 Performance By Week through Aug. 2, 2013

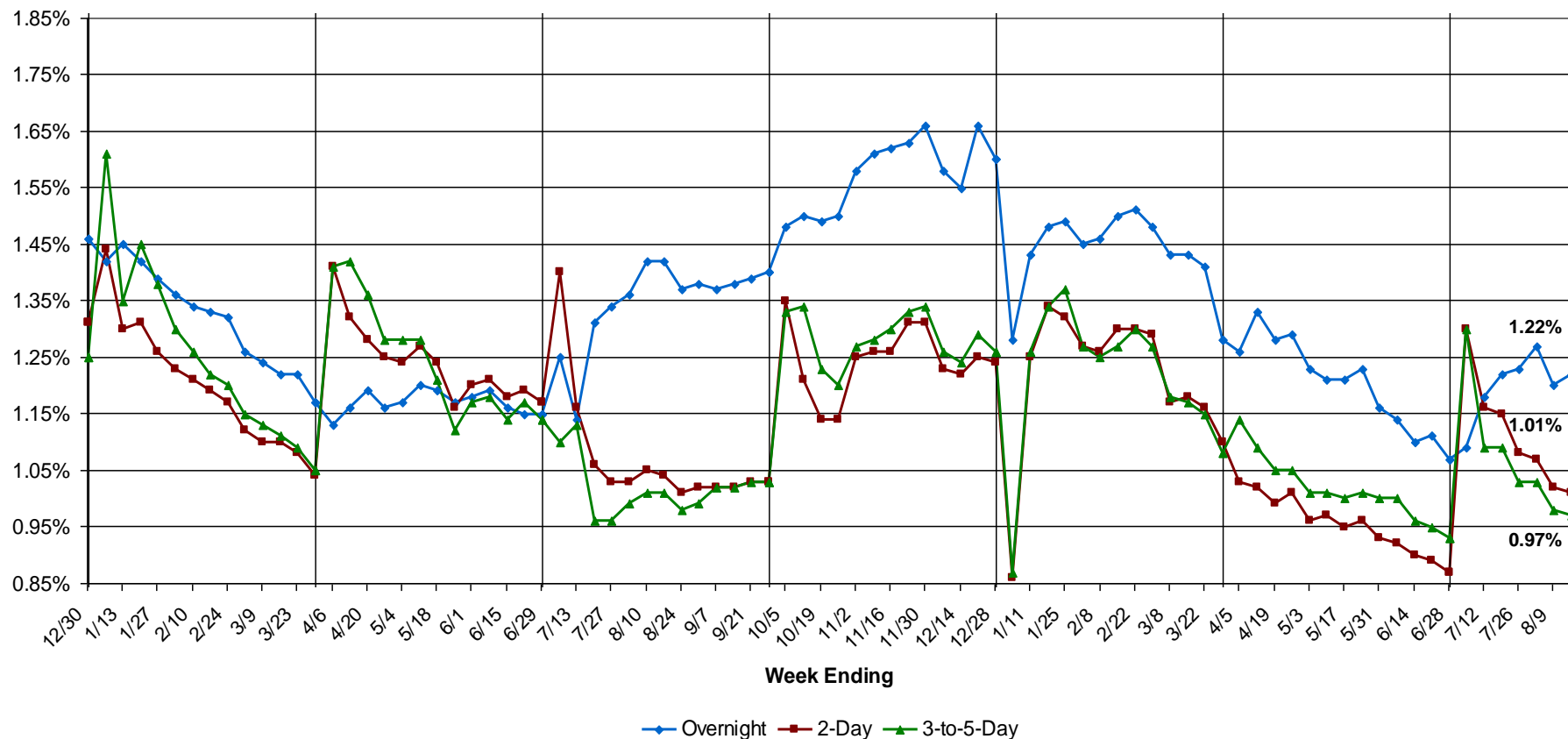


Notes: Flats measured using EXFC Flats



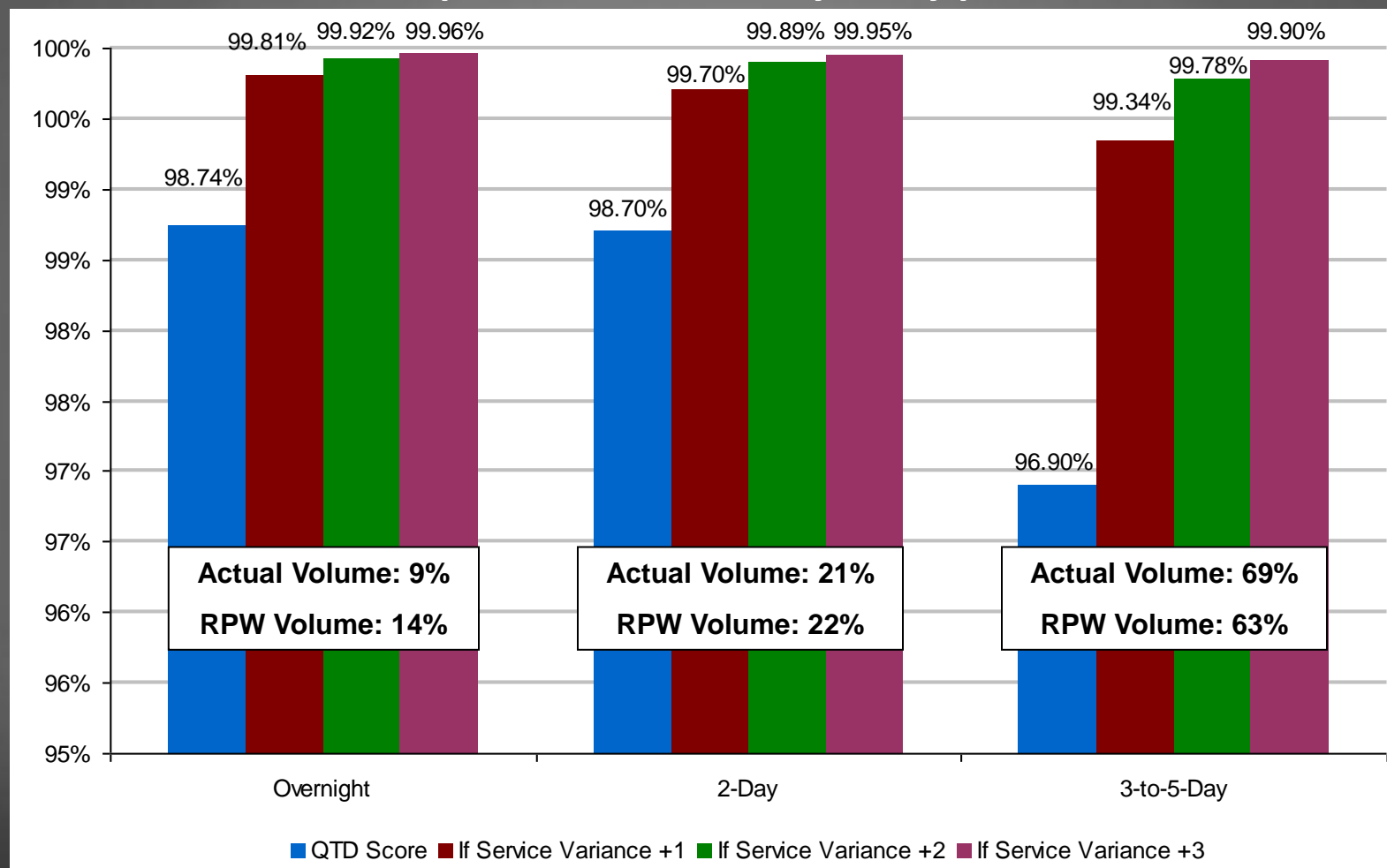
Q3 TD	Total Pieces Measured	Part 1 % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score
Overnight	205,641,081	98.77%	-1.22%	97.55%	96.70%	158,790,387	29.5%	96.87%
2-Day	465,501,451	98.73%	-1.01%	97.72%	95.10%	399,415,076	16.5%	97.21%
3-to-5-Day	1,525,322,271	97.03%	-0.97%	96.06%	95.00%	1,216,667,662	25.4%	96.34%
<b>Total</b>	<b>2,196,464,803</b>					<b>1,774,873,125</b>	<b>23.8%</b>	

Last Mile Impact **improved** for 2-Day and 3-to-5-Day service standards





**All QTD FCM scores would be above 99.34% (prior to last mile),  
if pieces that failed by 1 day passed**



**Note:** Volumes may not sum to 100% due to rounding.

## **Secure Destruction**

- **Unique STIDS identified**
- **Engineering systems updated to read and isolate secure destruction pieces**
- **Piece visibility data provides pieces level information, with date and location of destruction**

## **Reply Mail Visibility**

- **Non Unique barcodes continue to pose a challenge**
- **Currently using non-unique barcode and ID tag data to reconcile accounts**
- **Evaluating methodology for reply mail visibility**

# Last Known Address

- Business Needs Statement and supporting documentation submitted for internal stakeholder review
- Would require customer application and registration
- Anticipated January 2014 deployment
- Deferred to future undetermined date

# **CASS™ Updates Significant Milestones**

Annual Meeting	September 2013
Official Rules Release	November 2013
Send Static Data	March 2014
Stage I Release	March 2014
Stage II Release	May 2014
MASS™ test decks available	August 2014
CASS Developers Certification Completed	December 2014
MASS Manufacturers Certification Completed	January 2015
Begin Software Release	February 2015
Software Released to End-users	March 2015
Expiration of CASS Cycle N	July 31, 2015
Implementation of CASS Cycle O	August 1, 2015
Expiration of CASS Cycle O	July 31, 2017

# **Full Service ACS™ Chargebacks in SingleSource ACS Fulfillment**

- MTAC Task Team requested to investigate and review FS business rules that generate chargeback records to SingleSource ACS
- FS Chargeback billing deferred as of 7/25 until review is complete and affected customers identified
- Billing for barcodes containing <11 digit delivery points is not deferred and will continue
- Adjustments will be made as appropriate after any changes are deployed

## ACS™ Updates

- New ACS options in conjunction with returned pieces now available for First-Class Mail®, STD Mail, and BPM
- Service Type ID updates are posted on RIBBS®, notices of posted updates via User Group 5, *DMM*® Advisory, Mailer's Advisory, Memo to Mailers
- Pilot for Secure Destruction is planned to begin October 2013. 5 mailers will participate.

# ACS™ Updates

- IMpb ACS is available for parcel mailers of all mail classes.
- IMpb ACS with Shipper Paid Services is planned for January 2014.
- An update will be provided to the members of Task Team #20 soon.



Note: Shipper Paid Forwarding is currently available via Traditional ACS. Access the SPF Technical Guide at [https://ribbs.usps.gov/acs/documents/tech\\_guides/](https://ribbs.usps.gov/acs/documents/tech_guides/)

# Electronic Product Fulfillment Products Available for Download

- AIS Products
- AEC
- ACS™
- CDS
- CASS™ stage files
- Labeling Lists
- RDI™
- NCOA<sup>Link®</sup> daily deletes
- Suite<sup>Link®</sup>
- LACS<sup>Link®</sup>
- Zone Charts



## Now includes...

- AMS API
- DPV®
- DSF2®
- NCOA<sup>Link</sup>



# Electronic Product Fulfillment

**Transition from CD/DVDs to electronic download is underway**

- Customers can begin transition now
- May receive CD/DVD and electronic fulfillment for 3 months to make transition
- Must complete by 10/2014



# **ALS Product Changes**


## City State Changes

- New Record Type
- Identifies ZIP Codes where only form of addressing is P.O. Box™
- Beta testing has completed
- Data will continue to fulfilled in parallel
- Jan 2014 product will contain this new record type

Scheme ZIP Combo record removed 7/2013

# Service Performance Diagnostics Enhancements




**UNITED STATES  
POSTAL SERVICE®**

**IMb**  
**SERVICE PERFORMANCE  
DIAGNOSTICS**

Log Out |

No Current Messages

Go to Message Center

SPM reports at EDW ASR

Failed Containers

Commercial Mail City Matrix

CAR Performance Reports

MHE Read Rates

CAR History

IMb Planning Tool

Narrowcast Reports

Top 10 Impacts

STC DoW Analysis

Last Scan Count By MPE Type

ScoreCard

MP-WIP

Network Optimization

Optimization Analysis

Container Type Analysis

NERI - FIFO

### Service Parameters for Diagnostic Reports

Date Range: **Weekly**
Week beginning: **07/20/2013 Wk 43**
Mail Class: **First Class**

☒ Full Service Mailers
☐ Non-compliant Mailers
☐ Political Mailings Only

☒ Report for Selected District
☐ Report for Origin District
☐ Report for Selected Mailer

Performance Diagnostics
Failed Piece Pareto Analysis

- SPM diagnostic charts are available for 52 weeks.
- Piece scans are available for 120 days ONLY.

*\*\*Please note: Data refresh and updates occur from 00:00 through 05:00 CDT daily. During this time users may experience difficulty in accessing information in SPD. If this occurs, please try again outside these hours.*

STC Business Rules

MID Lookup

IMb Lookup

IMCb Lookup

IMtb Lookup

Service Standards

Training

NERI - FIFO Training

Commercial Mail Last Mile Overview

Enhancement Suggestions

Political Mailings

USPS Privacy Policy

Version: 1.0 © 2011 US Postal Service

Site Support

## New Report

- MHE Read Rate

## Last Scan Count by MPE Type

- 24hr Clock

## Push Reports

- Read-rate
- Reporting

## Last Mile

- Reports
- Calculator

## WIP

- NDC
- End-to-End
- Package

## Push Report


- TEM Notification Report



## IMB SERVICE PERFORMANCE DIAGNOSTICS

Origin Facility: **WESTERN** | **NORTHLAND** | **MINNEAPOLIS SAINT PAUL NDC** | Destination Facility: **(Select Destination Facility)** | Report date: **08/13/2013**

Mail Class: ☐ First Class ☒ Periodicals ☐ Standard | 
 Mail Shape: ☐ Letters/Cards ☒ Flats | 
 FSS Option: ☐ FSS Only ☐ Non FSS Only ☒ Both | 
 Entry: ☐ Origin ☒ Destination

Standards: ☐ DCSF Overnight ☒ DADC 2 Day ☐ End to End 3 Day | 
 Piece Threshold:  

### END TO END CYCLE TIME ANALYSIS AET TO LAST AUTOMATION

RPT ORGN FACILITY	LAST SCAN FACILITY	PIECE COUNT	SVC STD	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
MINNEAPOLIS SAINT PAUL NDC	<a href="#">EAU CLAIRE WI P&amp;DF</a>	1,846	2	3-Days,8-Hrs	80
MINNEAPOLIS SAINT PAUL NDC	<a href="#">DULUTH MN</a>	225	2	2-Days,15-Hrs	63
MINNEAPOLIS SAINT PAUL NDC	<a href="#">MANKATO P&amp;DC</a>	1,982	2	0-Days,20-Hrs	20
MINNEAPOLIS SAINT PAUL NDC	<a href="#">ST. CLOUD PDF</a>	3,030	2	0-Days,18-Hrs	18



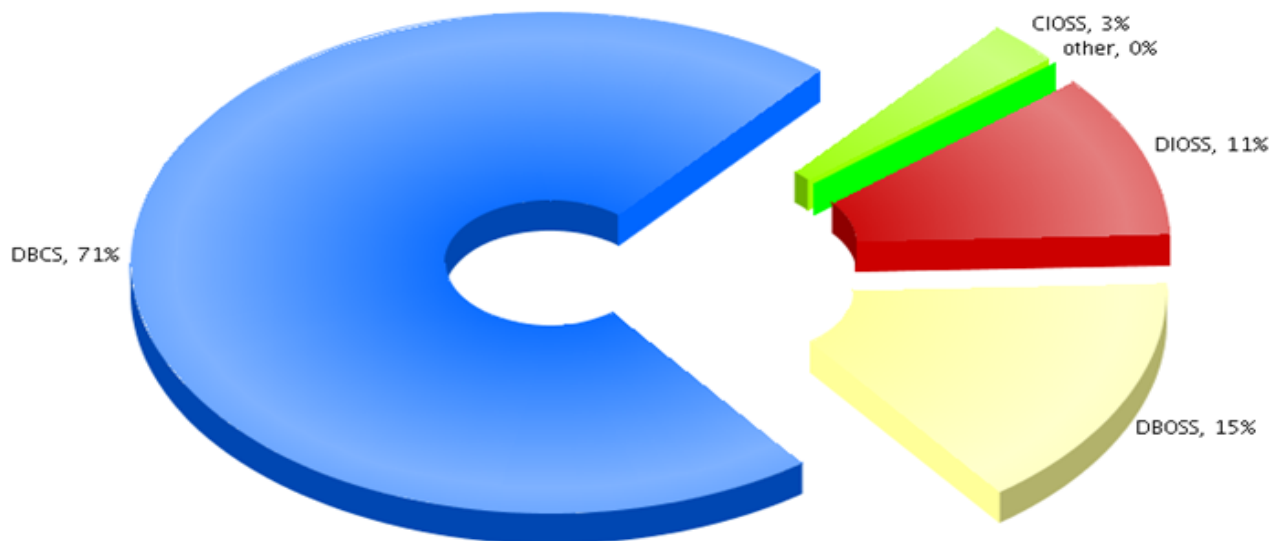
# Last Scan Count by Machine Type 24 Hour Report

## LAST SCAN COUNT BY MACHINE TYPE

[24HR Report](#)

First Class Letters

☐ CIOSS
 ☐ DBCS
 ☐ DBOSS
 ☐ DIOSS
 ☐ other



MACHINE ID	PIECES	% of Total	MACHINE ID	PIECES	% of Total	MACHINE ID	PIECES	% of Total	MACHINE ID	PIECES	% of Total
<a href="#">DBCS</a>	233,500,326	71.44	<a href="#">DBOSS</a>	49,623,464	15.18	<a href="#">DIOSS</a>	34,522,469	10.56	<a href="#">CIOSS</a>	8,855,284	2.71
<a href="#">CSBCS</a>	207,099	0.06	<a href="#">AFSM100</a>	89,883	0.03	<a href="#">LCREM</a>	19,193	0.01	<a href="#">AFCS200</a>	10,492	0.00
<a href="#">FSFSSC</a>	9,037	0.00	<a href="#">UFSM1000</a>	5,897	0.00	<a href="#">PASS</a>	1,344	0.00	<a href="#">IMDAS</a>	1,175	0.00
<a href="#">SPBSTS</a>	315	0.00	<a href="#">APPS</a>	302	0.00	<a href="#">AFCSOCR</a>	116	0.00	<a href="#">EESS</a>	6	0.00



# Last Scan Count by Machine Type 24 Hour Report

## FINAL OPERATION SCAN - MACHINE UTILIZATION (24 HOUR CLOCK)

NATIONAL   First Class  07/27/2013

Hour	AFSM100	APPS	CIOSS	CSBCS	DBCS	DBOSS	DIOSS	FSFS	IMDAS	LCREM	PASS	SPBSTS	UFSM1000	TOTAL
00:00	9,963	18	685,513	2,097	11,844,647	2,780,296	1,718,561	1,869		934		21	331	17M
01:00	7,963	18	970,475	7,109	21,843,353	4,380,296	2,943,381	347		557		22	183	30M
02:00	11,536	14	1,202,412	13,668	36,263,512	6,669,014	4,512,587	388	1	44		65	2,490	49M
03:00	11,219	16	1,823,100	10,103	53,930,020	10,531,687	6,466,605	467	4	48		18	1,143	73M
04:00	12,562	4												
05:00	5,149	2												
06:00	767													
07:00	238													
08:00	79	1												
09:00	42	1												
10:00	126													
11:00	67													
12:00	290	2												
13:00	334	6												
14:00	703													
15:00	960													
16:00	1,610	2												
17:00	2,088	4												
18:00	1,465	9												
19:00	2,168	6												
20:00	1,753	6												
21:00	2,440	8												
22:00	4,287	19												
23:00	9,280	24												
Total	87K	160												

FINAL OPERATION SCAN - MACHINE UTILIZATION (24 HOUR CLOCK)

NATIONAL

Select District

Select Facility

First Class

Letter

07/27/2013

(DBCS) Last Scan Operation Code [Return to Machine Level](#)

Hour	291	294	296	314	750	824	826	891	892	893	894	895	896	897	898	899	912	913	918	919	TOTAL
00:00					1	1,533		603	143	44,257	231,304	22,652	275,129	34,230	18,610	23,924	244		584,153	10,607,864	12M
01:00		9				293		52	13	18,374	99,150	29,258	227,834	36,256	13,627	32,818	14	684	489,403	20,895,568	22M
02:00				314		1,952		41	5	8,075	66,426	29,909	323,068	32,176	20,654	79,571	123		425,046	35,276,352	36M
03:00				67		287	178		1	3,310	39,945	13,529	425,922	32,183	20,916	62,502	348	27,043	301,454	53,011,335	54M
04:00		249	32	218			10			3,824	28,485	15,603	671,165	46,575	15,342	46,915	195	32,001	227,289	49,592,180	51M
05:00		179	31	27		12				4,831	15,509	5,402	675,115	46,095	26,513	71,386	336	25,417	120,054	26,739,388	28M
06:00			516	229		19				1,955	13,284	1,689	266,137	30,930	15,850	28,855	5	31,932	32,075	6,320,863	7M
07:00			6	116		5		1		1,894	2,936	108	43,550	27,550	1,759	16,885		2,136	8,214	1,010,760	1M
08:00	10					27				14,470	7,172	1,119	4,872	18,998		2,963			548	127,791	178K
09:00						350		1		11,776	6,935	1,063	376	18,005					1,141	562	40K
10:00	1					50				17,033	10,037	2,354		5,539					125	31	35K
11:00		1								19,548	13,779	1,836	16,267	6,684					641		59K
12:00						8		2		31,014	20,496	1,848	8,582	6,208	389				95	564	69K
13:00								33		70,487	31,093	4,231	10,538	3,837	1,199	337			3,105		125K
14:00								7	1	105,152	60,964	6,931	32,049	11,954	300				5,226	658	223K
15:00								9,497	7	115,432	73,621	11,101	33,073	6,496	1,103				4,165	10,468	265K
16:00								20,594		132,045	94,509	23,135	48,622	9,025	3,112	25			7,689	57,976	397K
17:00					1			7,368	4	137,360	93,260	21,091	49,883	18,030	3,798	262			7,260	13,906	352K
18:00								27,674	27	148,917	136,078	30,032	65,936	28,660	6,641	2,340			15,518	28,656	490K
19:00					25			9,569	16	169,019	150,787	27,079	69,300	28,589	5,449	1,427			31,537	84,830	578K
20:00					5			18,801	89	123,901	160,597	24,376	131,958	27,095	5,903	4,220			88,975	137,164	723K
21:00								9,420	188	143,336	240,089	31,820	152,028	19,865	3,101	8,729			319,214	543,018	1M
22:00		33			2			12,833	152	134,713	312,249	37,002	268,321	18,337	20,503	5,526			549,841	1,829,597	3M
23:00		2			2	398		7,621	889	75,531	287,965	29,390	301,708	28,936	34,884	10,453	37		608,002	5,115,809	7M
Total	11	473	585	971	36	5K	188	124K	2K	2M	2M	373K	4M	542K	220K	399K	1K	119K	4M	211M	225M

### Narrowcast (Push) Reports Mail Processing Equipment (MPE)

#### MHE Read Rate Report

Please contact [MHE Weekly Reporting](#) with any questions.

From 06-15-2013 to 06-21-2013

#### Ranking by Area

Area	Reads	Total	%	RK
NATL	15,226,782	17,081,276	89.14	
E	2,645,649	2,839,696	93.17	1
C	2,357,638	2,593,198	90.92	2
K	1,686,223	1,885,604	89.43	3
G	2,724,416	3,053,011	89.24	4
J	1,982,852	2,226,994	89.04	5
B	2,196,275	2,508,717	87.55	6
F	1,633,729	1,974,056	82.76	7

#### Top No Read MHE (Excluding ATU)

Area	District	Facility	Machine	Reads	Total	% Read Rate	% National Impact
B	100	MORGAN PDC	LCTS-006	159	71,157	0.22	4.04
G	320	JACKSONVILLE NDC	LCUS-001	1,783	11,801	15.11	0.57
B	020	CENTRAL MA PDC	LCTS-001	4,557	7,695	59.22	0.18
E	800	GRAND JUNCTION PDC	LCUS-001	2,472	4,041	61.17	0.09
G	335	ORLANDO LDC	LCTS-001	11,792	16,134	73.09	0.25
F	913	SANTA BARBARA PDC	LCTS-001	29,508	40,138	73.52	0.60
K	280	CHARLOTTE PDC	HSTS-001	89,055	116,864	76.20	1.58
K	230	NORFOLK PDC	LCTS-001	32,622	42,337	77.05	0.55
J	604	CHICAGO NDC	HSTS-001	159,306	206,228	77.25	2.67
F	926	LONG BEACH PDC	LCTS-002	41,577	53,677	77.46	0.69
F	920	MORENO VALLEY DDC	LCTS-002	14,009	17,579	79.69	0.20
K	270	RALEIGH PDC	LCTS-001	10,797	13,548	79.69	0.16
F	900	LOS ANGELES PDC	LCTS-004	11,611	14,550	79.80	0.17
G	780	EL PASO PDC	LCTS-001	19,503	24,358	80.07	0.28
K	300	NORTH METRO (DULUTH) PDC	LCTS-002	23,999	29,973	80.07	0.34
G	752	DALLAS PDC	LCTS-004	25,596	31,727	80.68	0.35
G	390	JACKSON PDC	LCTS-001	22,617	27,971	80.86	0.30

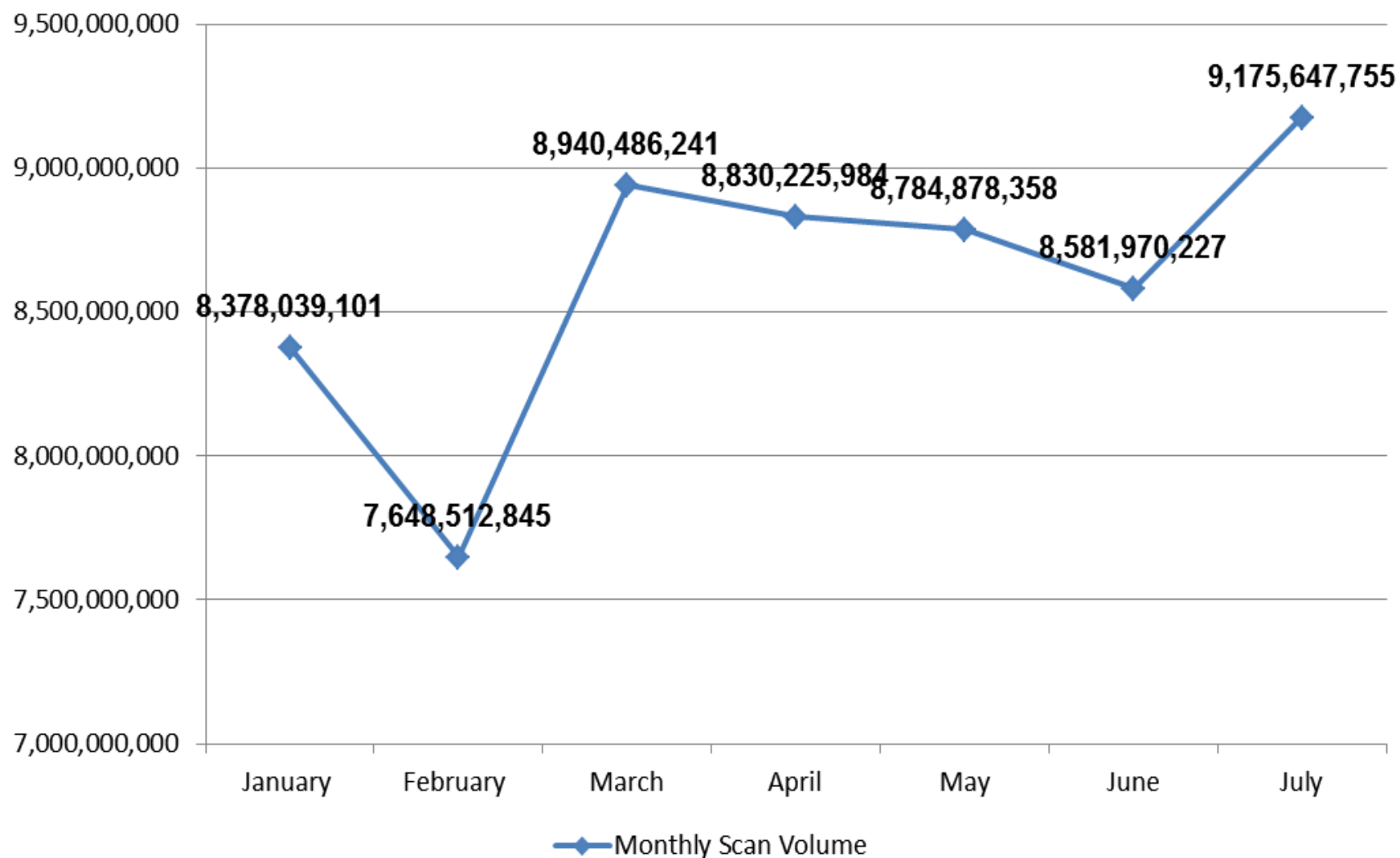
All\_MHE\_Read\_Rates\_Week\_42-07-19.xls [Read-Only] [Compatibility Mode]

	A	B	C	D	E	F	G	H	I	J
1	Rank	Area	District	Facility	Machine	Total Volume - No Read Volume	Tray No Read Volume	% Site Volume	% National Impact	Total Volume < 1000
2	1	SOUTHERN	FT WORTH	FORT WORTH PDC	ATU-001	0	29,416	0.00%	1.62%	No
3	2	SOUTHERN	ALABAMA	BIRMINGHAM PDC	ATU-241	0	24,496	0.00%	1.35%	No
4	3	SOUTHERN	LOUISIANA	NEW ORLEANS PDC	ATU-175	0	3,349	0.00%	0.18%	No
5	4	GREAT LAKES	LAKELAND	PALATINE PDC	ATU-050	12	31,279	0.04%	1.72%	No
6	5	NORTHEAST	LONG ISLAND	MID ISLAND PDC	ATU-001	500	20,232	2.47%	1.09%	No
7	6	CAPITAL METRO	ATLANTA	ATLANTA PDC	ATU-001	1,105	20,125	5.49%	1.05%	No
8	7	NORTHEAST	TRIBORO	JFK ISC	ATU-088	726	12,037	6.03%	0.62%	No
9	8	PACIFIC	SAN DIEGO	ML SELLERS (SAN DIEGO) PDC	ATU-001	1,334	13,120	10.17%	0.65%	No
10	9	NORTHEAST	NEW YORK	MORGAN PDC	ATU-001	4,363	20,099	21.71%	0.87%	No
11	10	NORTHEAST	CONNECTICUT VALLEY	SOUTHERN CONNECTICUT PDC	ATU-192	4,100	14,987	27.36%	0.60%	No
12	11	PACIFIC	LOS ANGELES	LOS ANGELES PDC	ATU-002	9,152	31,033	29.49%	1.21%	No
13	12	NORTHEAST	NORTHERN NEW JERSEY	DOMINICK V DANIELS PDC	ATU-003	3,278	10,920	30.02%	0.42%	No
14	13	SOUTHERN	SOUTH FLORIDA	WEST PALM BEACH PDC	ATU-001	7,360	24,283	30.31%	0.93%	No
15	14	GREAT LAKES	GATEWAY	SPRINGFIELD IL PDC	ATU-001	6,266	17,501	35.80%	0.62%	No
16	15	GREAT LAKES	GATEWAY	CHAMPAIGN PDC	ATU-173	8,664	21,783	39.77%	0.72%	No
17	16	SOUTHERN	HOUSTON	HOUSTON PDC	ATU-002	3,759	9,342	40.24%	0.31%	No
18	17	NORTHEAST	GREATER BOSTON	BROCKTON PDC	ATU-001	3,370	7,559	44.58%	0.23%	No
19	18	GREAT LAKES	DETROIT	DETROIT PDC	ATU-001	11,320	25,053	45.18%	0.76%	No
20	19	EASTERN	PHILADELPHIA METROPO	PHILADELPHIA PDC	ATU-002	8,680	18,998	45.69%	0.57%	No
21	20	PACIFIC	SACRAMENTO	SACRAMENTO PDC	ATU-001	14,515	31,396	46.23%	0.93%	No
22	21	NORTHEAST	GREATER BOSTON	BOSTON PDC	ATU-004	18,161	37,429	48.52%	1.06%	No
23	22	PACIFIC	SAN DIEGO	ML SELLERS (SAN DIEGO) PDC	ATU-002	6,278	12,451	50.42%	0.34%	No
24	23	EASTERN	SOUTH JERSEY	TRENTON PDC	ATU-001	10,860	21,092	51.49%	0.56%	No
25	24	SOUTHERN	DALLAS	NORTH TEXAS PDC	ATU-001	11,817	22,923	51.55%	0.61%	No
26	25	SOUTHERN	LOUISIANA	SHREVEPORT PDC	ATU-070	14,797	28,236	52.40%	0.74%	No
27	26	NORTHEAST	TRIBORO	QUEENS PDC	ATU-001	9,518	17,689	53.81%	0.45%	No
28	27	CAPITAL METRO	RICHMOND	NORFOLK PDC	ATU-001	11,033	20,487	53.85%	0.52%	No
29	28	PACIFIC	SIERRA COASTAL	SANTA BARBARA PDC	ATU-001	5,598	10,358	54.05%	0.26%	No
30	29	NORTHEAST	WESTCHESTER	WESTCHESTER PDC	ATU-002	5,689	10,255	55.48%	0.25%	No
31	30	PACIFIC	SAN FRANCISCO	SAN FRANCISCO PDC	ATU-178	1,966	3,535	55.62%	0.09%	No
32	31	NORTHEAST	WESTCHESTER	WESTCHESTER PDC	ATU-001	11,523	20,386	56.52%	0.49%	No
33	32	PACIFIC	BAY-VALLEY	OAKLAND PDC	ATU-002	6,825	12,027	56.75%	0.29%	No

All ATU No Read Rates

All Non-ATU No Read Rates

# IDS Fix to Address Missing Scans



## Enhancing Diagnostics to Proactively Manage Service

- Expected Drop Ship Volumes (eDoc/FAST)
- Inventory
- Cycle Times

- **Currently piloting in New York**
  - Clerks scan 99M when mail arrives at DDU
  - Carriers scan top piece of bundle when mail is cased for delivery
  - Scan translated as out for delivery
- **Performance included in Measurement**
- **National implementation under evaluation**

 **Questions**